Gift Aid Claim Processing – Changes from April 2013
Donor Strategy & Member Strategy

Relevant to version 4.12.1 onwards
Document Updated: 19/06/13

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Charities Online

Charities will be able to reclaim Gift Aid electronically from April 22nd 2013 onwards. This document will describe the ways in which Donor Strategy (4.12 onwards) supports these changes, rather than going into great detail about the nature of the changes themselves.

We will inevitably touch on the business rules inherent to these new forms of submission, and the transitional arrangements that have been put in place by HM Revenue & Customs (HMRC). However, specific queries regarding the changes being imposed should be addressed to HMRC Charities Helpline, rather than to Advanced NFP. Our purpose here is to focus on changes to the database itself.

For more information on the changes, or for details on how to contact the HMRC Charities Helpline, please go to the HMRC website: **www.hmrc.gov.uk**

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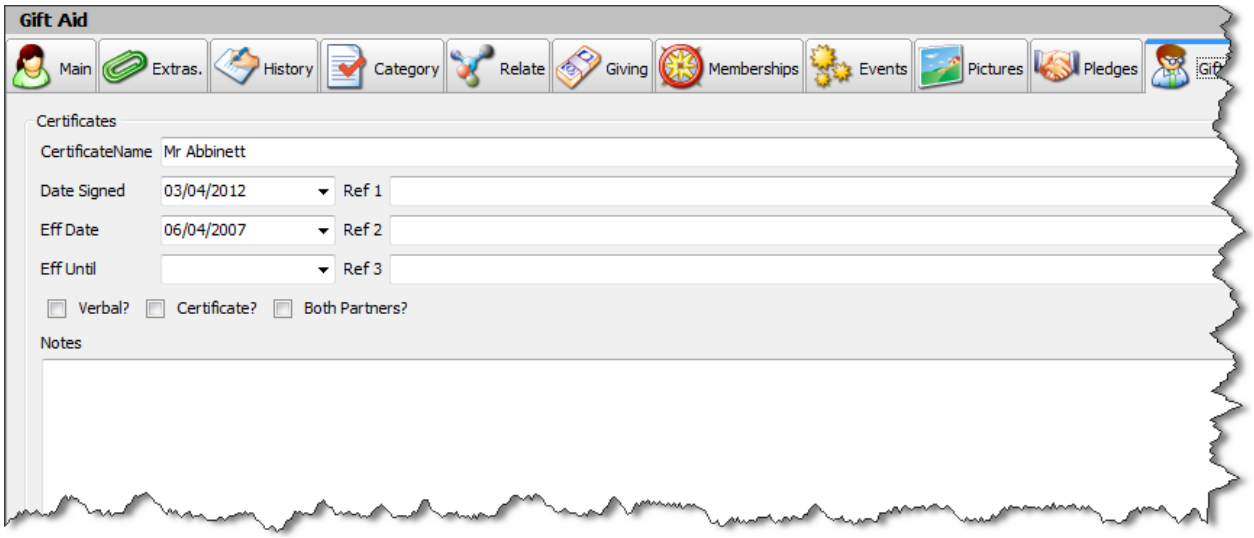
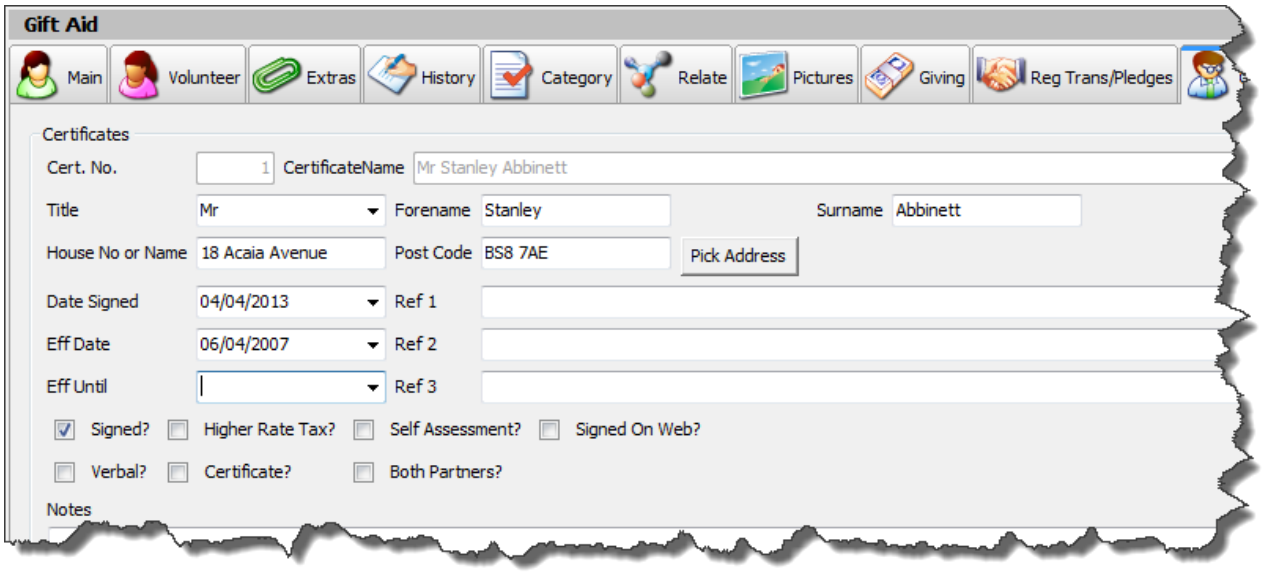
Gift Aid Certificates

New business rules governing the content of Gift Aid claims have necessitated us making changes to the Gift Aid tab with which you are probably already familiar. Historically it has been sufficient to store a certificate name and effective date(s) in this area, but this has now changed. Going forward, it will be necessary to separate out the donor's firstname and surname (title is optional), and to include their house (name or) number and post code, so our system has been amended accordingly. Compare the following two screenshots:

Donor Strategy 4.11



Donor Strategy 4.12



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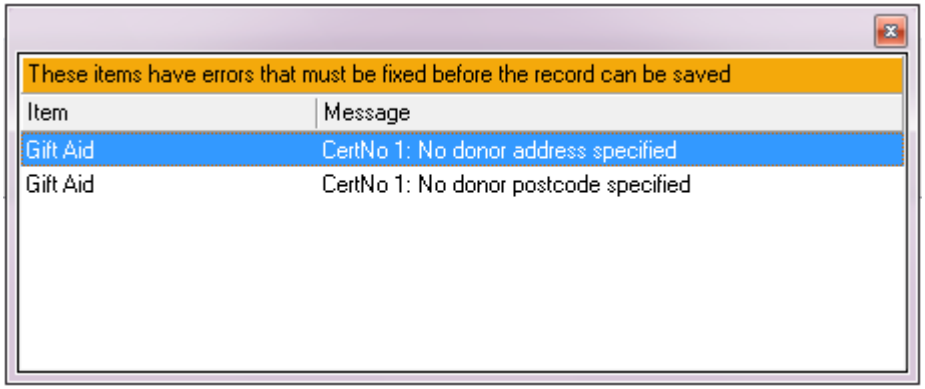
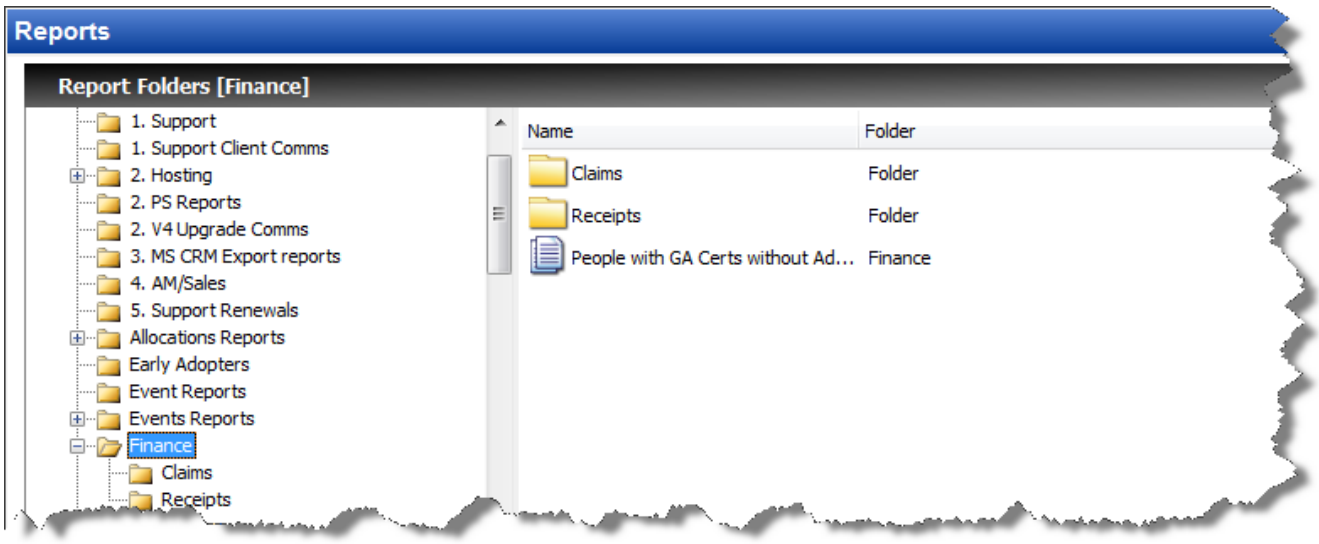
For those upgrading to 4.12 from earlier builds, the upgrade process will separate out the elements of the donor's name, and incorporate the appropriate elements of the address. It will do this by looking firstly for a 'home' address on the contact's record, and by working through the alternate addresses table if it fails to find one.

HMRC acknowledges that not all charities will hold addresses for all of their donors, and transitional arrangements are in place. However, Donor Strategy will now insist on address details being present in order for a donation to be included in a claim. When trying to save a certificate without this information, the following dialogue will appear:


These items have errors that must be fixed before the record can be saved
Item
Message
Gift Aid
CertNo 1: No donor address specified
Gift Aid
CertNo 1: No donor postcode specified

For those clients upgrading to 4.12 from previous builds, who may have 'certificates' stored against donors for whom they do not have address details, we have included a report to help you identify these records. The report called "People with GA Certs without Addresses" can be found under *Reports* > *Finance* (See below). The certificates – or more accurately, the Gift Aid tabs – will then need to be manually updated in order for the attendant donations to be brought into a subsequent claim.



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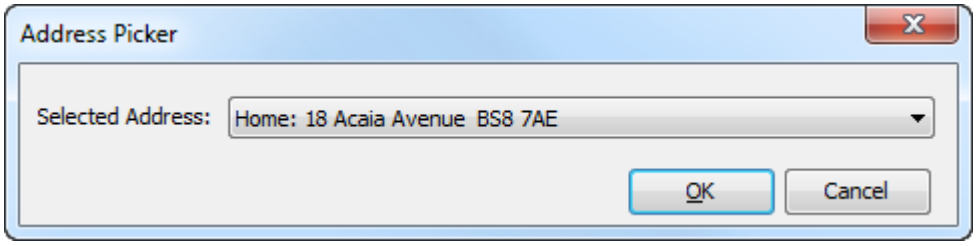
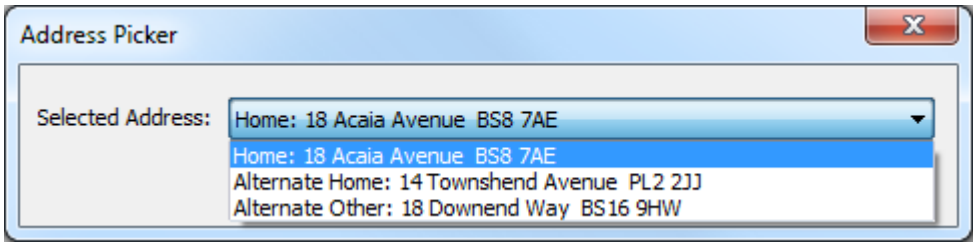
Incidentally, for new donors, or for those completing Gift Aid certificates for the first time, simply use the + button at the bottom of this tab.

When a new certificate is created in Donor Strategy the system will automatically populate many of the fields, including the address information for that contact. All of these fields can be manually overwritten by the user if required.

In addition to this, Donor Strategy provides a simple mechanism to allow users to pick appropriate addresses for the certificate. Clicking the new 'Pick Address' button will result in the address picker dialog being displayed:



Clicking on the drop down list will reveal all addresses associated with the current contact:


Address Picker
Selected Address:
Home: 18 Acaia Avenue BS8 7AE
Home: 18 Acaia Avenue BS8 7AE
Alternate Home: 14 Townshend Avenue PL2 2JJ
Alternate Other: 18 Downend Way BS16 9HW

The user can now pick the address that they wish to use for the certificate.

Gift Aid addresses are not directly linked to the contact addresses. For example, if a contact's address is altered the certificate addresses will remain as they are. We decided to design the system in this way as there is no easy way to determine which certificates should be updated, plus a user might want to retain the previous address on the certificate for historical book keeping purposes.

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However, we do acknowledge that some users may want to update their certificates, but may forget to do this after updating the main record. Therefore, the system will now display the following warning where the first line of the individual's address, or their post code, have been altered for any of their addresses:

Information
One or more address fields that could impact on associated Gift Aid certificates have been changed. Please review this Contact's Gift Aid Certificates.
OK

At this point the user can choose to visit the Gift Aid tab and then use the Address Picker as demonstrated above to pick the relevant address for the currently displayed certificate.

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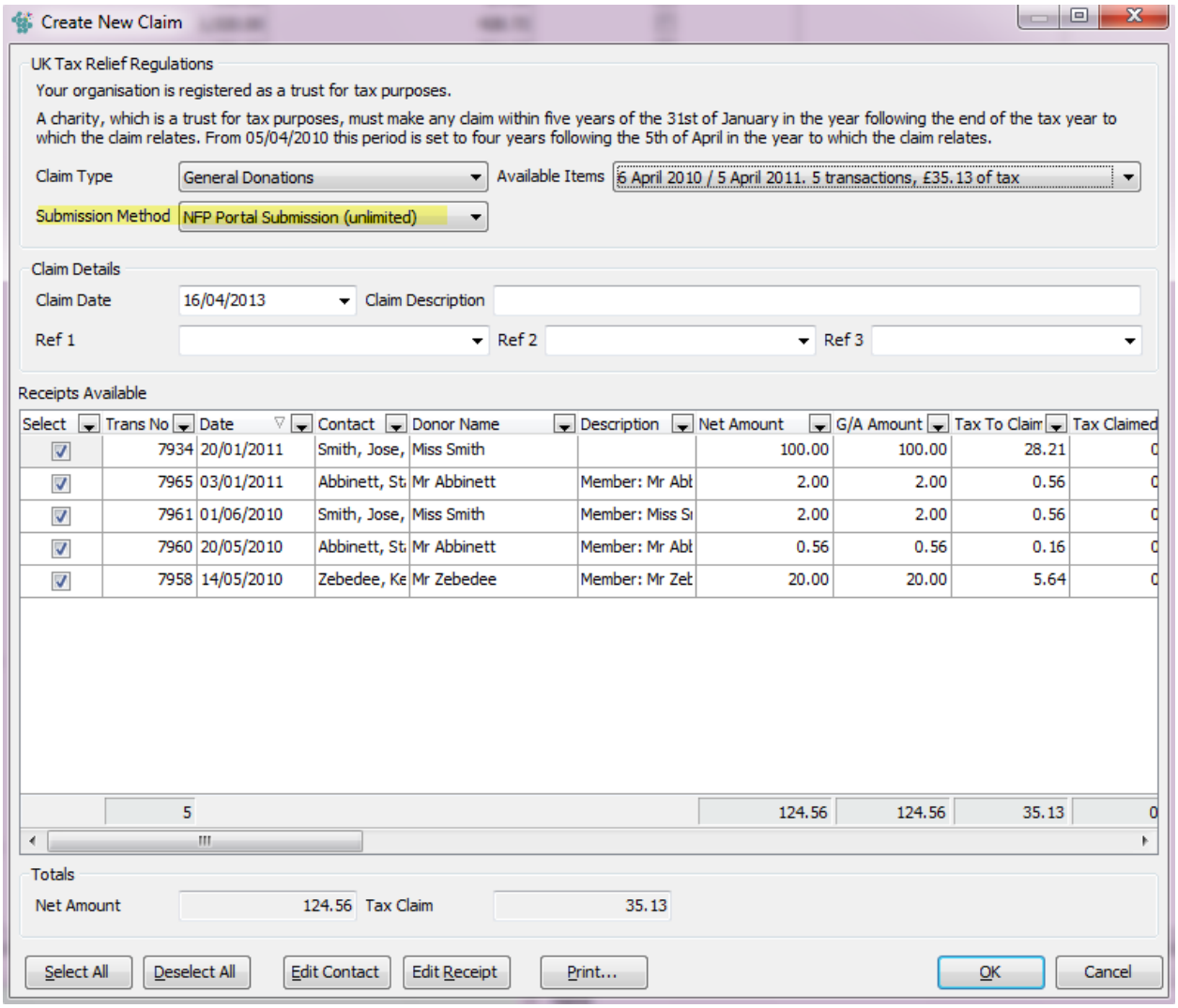
Making a Claim

The creation of a new Gift Aid claim is going to be very familiar to client's who have used previous versions of Donor Strategy. There are often a number of different routes to the same destination in Donor Strategy, but we suggest starting from the 'Claims' section. From there, refer to the horizontal toolbar at the top of the application and click 'New'.

The resultant pop-up is very similar to those we have seen before, but has new functionality reflecting the new methods of submission. Specifically, we have a new drop-down (highlighted in the screenshot) enabling the end-user to specify their preferred submission method.


Create New Claim
UK Tax Relief Regulations
Your organisation is registered as a trust for tax purposes.
A charity, which is a trust for tax purposes, must make any claim within five years of the 31st of January in the year following the end of the tax year to which the claim relates. From 05/04/2010 this period is set to four years following the 5th of April in the year to which the claim relates.
Claim Type
General Donations
Available Items
6 April 2010 / 5 April 2011. 5 transactions, £35.13 of tax
Submission Method
NFP Portal Submission (unlimited)
Claim Details
Claim Date
16/04/2013
Claim Description
Ref 1
Ref 2
Ref 3
Receipts Available
Select
Trans No
Date
Contact
Donor Name
Description
Net Amount
G/A Amount
Tax To Claim
Tax Claimed
7934 20/01/2011 Smith, Jose, Miss Smith 100.00 100.00 28.21 0
7965 03/01/2011 Abbinett, St Mr Abbinett Member: Mr Abb 2.00 2.00 0.56 0
7961 01/06/2010 Smith, Jose, Miss Smith Member: Miss S 2.00 2.00 0.56 0
7960 20/05/2010 Abbinett, St Mr Abbinett Member: Mr Abb 0.56 0.56 0.16 0
7958 14/05/2010 Zebedee, Ke Mr Zebedee Member: Mr Zeb 20.00 20.00 5.64 0
5 124.56 124.56 35.13 0
Totals
Net Amount
124.56
Tax Claim
35.13
Select All
Deselect All
Edit Contact
Edit Receipt
Print...
OK
Cancel

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Three Methods of Submission

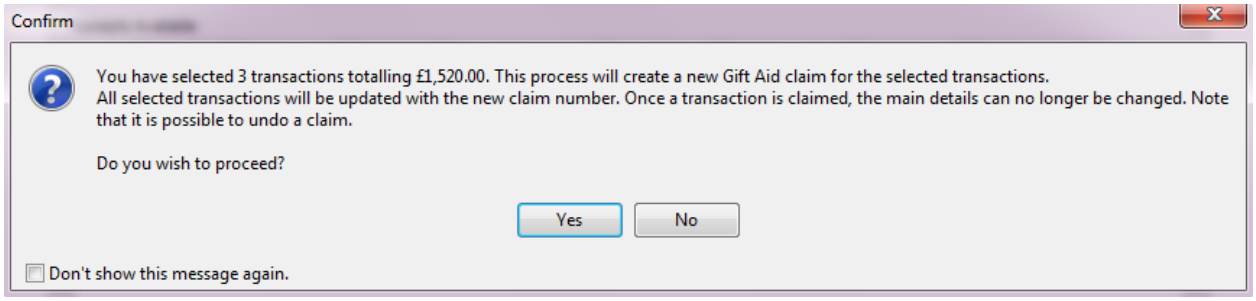
Under the new arrangements, charities will be able to reclaim Gift Aid by one of three different methods – via an online form, via a database or via a paper form – and we will work through these in turn. It is worth stating at the outset that charities wishing to claim by either of the first two methods will need to sign up to use HMRC's Online Services, and enrol for Charities Online. Queries regarding this process should be submitted directly to HMRC.

Before we get onto these new methods, we should acknowledge the transitional arrangements and talk about the R68i.

The R68i

HMRC have acknowledged that some charities will need time to adapt their processes and systems. As such transitional arrangements have been made and paper-based R68i forms will continue to be accepted until the 30th of September 2013. Donor Strategy 4.12 is the first build to support this *interim* R68 form, and the generation thereof will be very familiar to those using earlier builds.

To produce an R68i for submission, generate a 'new' claim as previously discussed, confirm that the transactions listed are legitimately part of that claim, and click 'ok' (bottom right). A familiar pop-up appears.


Confirm
You have selected 3 transactions totalling £1,520.00. This process will create a new Gift Aid claim for the selected transactions.
All selected transactions will be updated with the new claim number. Once a transaction is claimed, the main details can no longer be changed. Note that it is possible to undo a claim.
Do you wish to proceed?
Yes
No
Don't show this message again.

Click 'Yes'.

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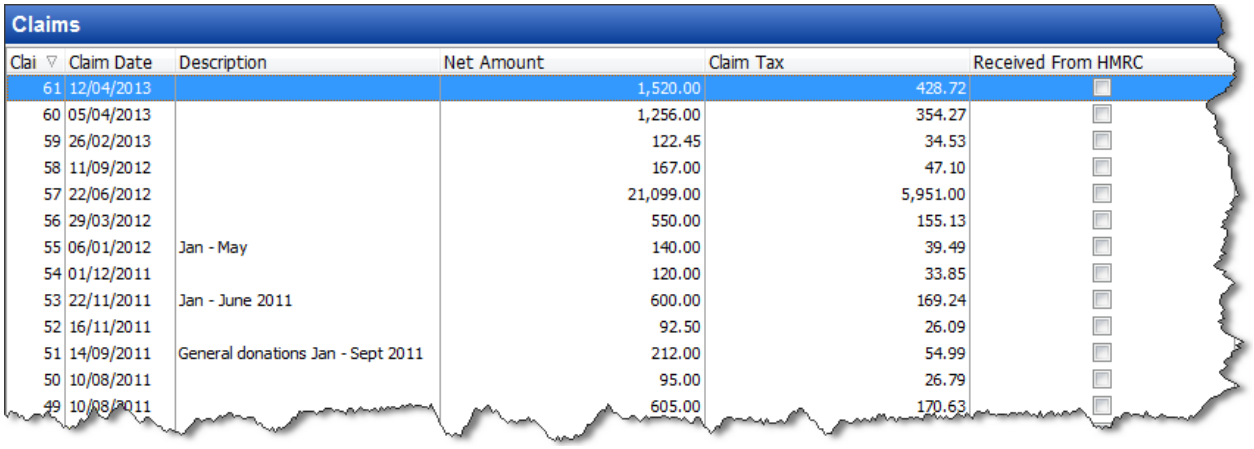
From here, unlike previous versions, you will be taken directly back to the browse grid, to the list of claims past and present.



Claims

Clai	Claim Date	Description	Net Amount	Claim Tax	Received From HMRC
61	12/04/2013		1,520.00	428.72	☐
60	05/04/2013		1,256.00	354.27	☐
59	26/02/2013		122.45	34.53	☐
58	11/09/2012		167.00	47.10	☐
57	22/06/2012		21,099.00	5,951.00	☐
56	29/03/2012		550.00	155.13	☐
55	06/01/2012	Jan - May	140.00	39.49	☐
54	01/12/2011		120.00	33.85	☐
53	22/11/2011	Jan - June 2011	600.00	169.24	☐
52	16/11/2011		92.50	26.09	☐
51	14/09/2011	General donations Jan - Sept 2011	212.00	54.99	☐
50	10/08/2011		95.00	26.79	☐
49	10/08/2011		605.00	170.63	☐

To produce the R68i, simply ensure that the relevant claim is highlighted (by default, it will be) and click the new R68i icon towards the right of the horizontal toolbar.

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HM Revenue & Customs

Gift Aid and tax repayment claims

For official use only	Date received	Date paid and initials	Claim no.	HMRC Charities ref
				X 12345

About your organisation

Name of charity, Community Amateur Sports Club (CASC) or other organisation entitled to UK charity tax reliefs *

Demo Charity

HMRC Charities reference *

This is the reference that your organisation was given when it registered with HM Revenue & Customs. It begins with a letter.

X 12345

Person authorised to make this claim *

This is the person already notified to HM Revenue & Customs as the authorised official.

Daytime phone number *

Including international dialling code if outside the UK

tel: 08452 26 26 71

Correspondence address *

303B Dean Road
Bristol
Postcode BS11 8AT
Country United Kingdom

Submitting information on a disc

If your claims exceed 200 entries you may submit your documents on a disc. Please refer to the guidance on what information the disc must contain and in what format.

Please tick this box if you are submitting supporting documents on a disc. ☐

By clicking through to the schedule itself, you will see that the R68i includes the address details of the donor and aggregates their donations.

For official use only

APE	Start date	End date	Amount
05 April 2012			£428.72

Gift Aid schedules

You can use the 'Update schedules' button to add further schedules as you need them,
You will not be able to add a schedule for a period until that period has started.

Donations made from 06 April 2011 to 05 April 2012

+	–	Name of donor	Date of payment (or latest in series)	Total donation(s)
1	X	Miss Jose Smith - 52 Nancy Drive CR8 1JH	05/12/2011	£1,520.00
+	–	Total Gift Aid donations in this period		£1,520.00

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Note – at the time of publishing this guide (April 2013), it is our understanding that the HMRC will continue to accept the R68i Gift Aid Schedule pages produced by Donor Strategy until September 2013. This is providing you submit the Schedule pages printed from Donor Strategy together with an R68i form with the relevant sections completed to support the schedule of donors. For further information on the interim claim arrangements, or if you have any questions about submitting a claim using the R68I form, please contact the HMRC direct.

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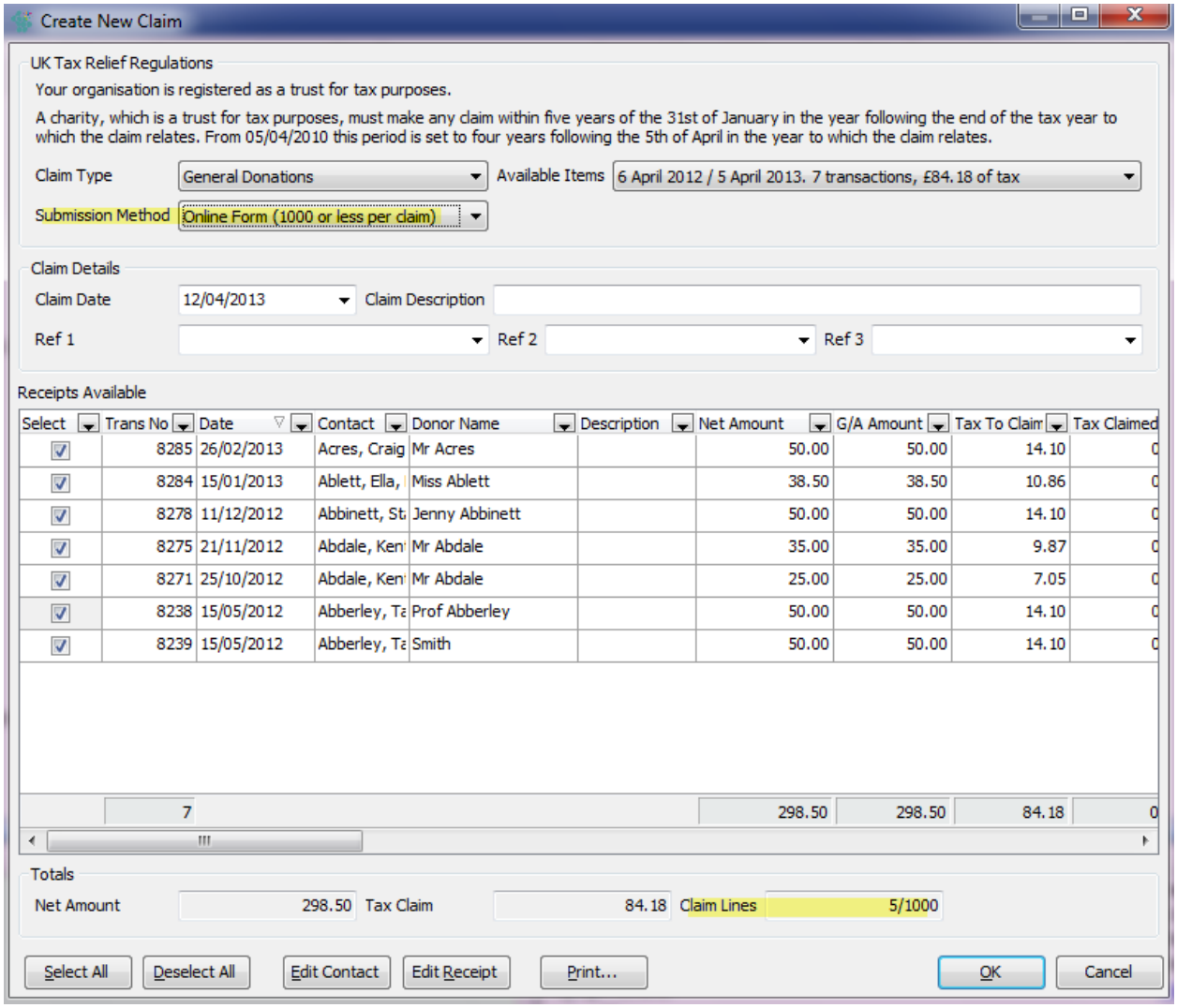
Claiming using an online form

Claiming using an online form, or 'option one', is supported by Donor Strategy 4.12 and above. In essence, this involves the production of an electronic 'schedule spreadsheet', which is then submitted via HMRC's online services. For information on the latter – the actual upload – please contact HMRC Charities Helpline. For information on the generation of the schedule spreadsheet itself, please read on.

This method of claiming is ideal for most Donor Strategy users, although it should be noted that claims submitted in this way are limited to 1,000 aggregated lines (effectively, 1,000 individual donors). For organisations whose claims normally exceed that, be aware that there is no limit to the number of claims you can submit in this way, so there is nothing to stop you breaking a claim comprising 3,000 donors into three separate schedule spreadsheets. Indeed, Donor Strategy will only select the first 1,000 aggregated lines, and producing a message advising that x amount have been omitted.

When generating a claim to be submitted in this way, be sure to set the submission method to 'Online Form'. A new column will appear (bottom right) advising how many aggregated lines are in this claim.


Create New Claim
UK Tax Relief Regulations
Your organisation is registered as a trust for tax purposes.
A charity, which is a trust for tax purposes, must make any claim within five years of the 31st of January in the year following the end of the tax year to which the claim relates. From 05/04/2010 this period is set to four years following the 5th of April in the year to which the claim relates.
Claim Type
General Donations
Available Items
6 April 2012 / 5 April 2013. 7 transactions, £84.18 of tax
Submission Method
Online Form (1000 or less per claim)
Claim Details
Claim Date
12/04/2013
Claim Description
Ref 1
Ref 2
Ref 3
Receipts Available
Select
Trans No
Date
Contact
Donor Name
Description
Net Amount
G/A Amount
Tax To Claim
Tax Claimed
8285 26/02/2013 Acres, Craig Mr Acres 50.00 50.00 14.10 0
8284 15/01/2013 Ablett, Ella, Miss Ablett 38.50 38.50 10.86 0
8278 11/12/2012 Abbinett, St Jenny Abbinett 50.00 50.00 14.10 0
8275 21/11/2012 Abdale, Ken Mr Abdale 35.00 35.00 9.87 0
8271 25/10/2012 Abdale, Ken Mr Abdale 25.00 25.00 7.05 0
8238 15/05/2012 Abberley, Ta Prof Abberley 50.00 50.00 14.10 0
8239 15/05/2012 Abberley, Ta Smith 50.00 50.00 14.10 0
7 298.50 298.50 84.18 0
Totals
Net Amount
298.50
Tax Claim
84.18
Claim Lines
5/1000
Select All
Deselect All
Edit Contact
Edit Receipt
Print...
OK
Cancel

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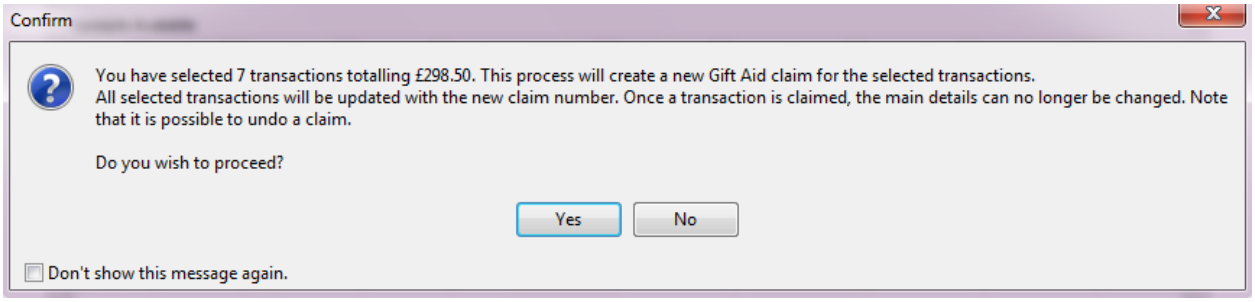
Again, we are asked to confirm that we want to claim for these transactions, before being returned to the browse grid.


Confirm
You have selected 7 transactions totalling £298.50. This process will create a new Gift Aid claim for the selected transactions.
All selected transactions will be updated with the new claim number. Once a transaction is claimed, the main details can no longer be changed. Note that it is possible to undo a claim.
Do you wish to proceed?
Yes
No
Don't show this message again.

In this scenario, we need to select the 'HMRC' icon from the right of the toolbar above the browse grid.

A formatted spreadsheet will appear thereafter.

Important note
You **must not** alter the structure or formatting of data in this schedule. If you do HMRC will **not accept** your schedule.

More information about how to fill in this schedule is available on the HMRC website by following the link below. You must be connected to the internet to access the guide.

► Charities Online guidance

	Earliest donation date:	
Box 1	15/05/2012	(DD/MM/YY)

For schedules that include aggregate donations, the date entered in Box 1 may be earlier than any date entered in the donation date column of the donations schedule table below.

	Previously over-claimed amount:	
Box 2	0.00	

Please enter the previously over-claimed amount for Gift Aid donations in Box 2.

The total below is automatically calculated from the amounts you enter in the schedule.

Total donations:	£298.50

Donations schedule table

Item	Title	First name	Last name	House name or number	Postcode	Aggregated donations	Sponsored event (Yes/blank)	Donation date (DD/MM/YY)	Amount
1	Prof	Tara	Abbott	63 Julia Drive	FY8 3QN			15/05/2012	50.00
2	Prof	Tara	Abbott	63 Julia Drive	FY8 3QN			15/05/2012	50.00
3	Mr	Kent	Abdale	31 Chester Street	NE70 7DT			21/11/2012	60.00
4	Mr	Stanley	Abbinett	72 Guillermo Drive	GL7 2DX			12/11/12	50.00
5	Miss	Ella	Ablett	108 Uphill Way	CB3 4TJ			15/01/2013	38.50
6	Mr	Craig	Acres	94 Amalia Road	ST8 7QJ			26/02/2013	50.00
7									
8									
9									
10									

Donor Strategy does support HMRC's Claim Adjustment field called 'Previously over-claimed amount' as shown in the screenshot above. To utilise this field, simply add receipts to the claim with negative values. These will be totalled up and the tax due on the total will be calculated and inserted into the 'Previously over-claimed amount' field. Negative receipts will not appear in the Donations schedule table – their sole purpose is to populate the 'Previously over-claimed amount' field.

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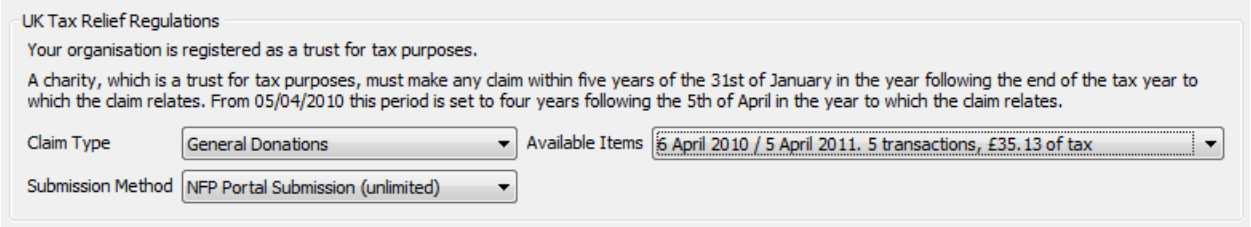
Claiming through your database

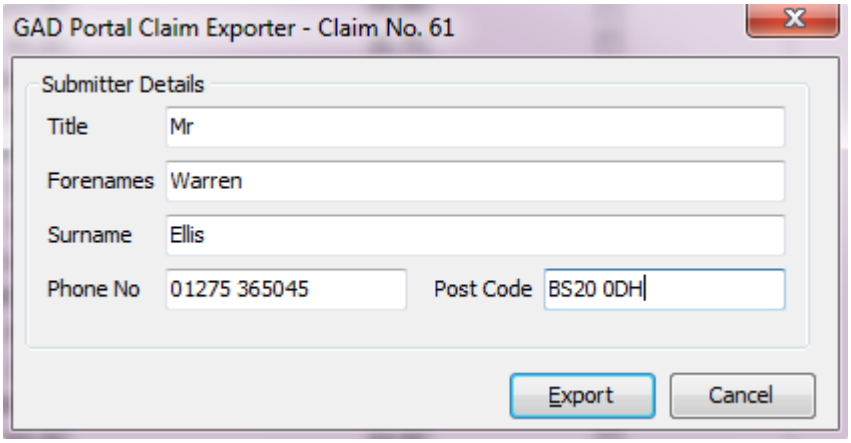
Claiming via your database, or 'option two', involves a .csv file produced by the database being submitted directly to HMRC via an online portal. Donor Strategy 4.12 already partially supports this, to the extent that it is capable of producing the file for submission. However, at the time of writing, there is no means of actually submitting the resultant form. The broader Advanced NFP team are working on application to do just this, which should be available as of June 2013.

To produce the file itself, follow the same process as usual (into the 'Claims' section, click 'New') and ensure that the 'Submission Method' is set to 'NFP Portal Submission'.


UK Tax Relief Regulations
Your organisation is registered as a trust for tax purposes.
A charity, which is a trust for tax purposes, must make any claim within five years of the 31st of January in the year following the end of the tax year to which the claim relates. From 05/04/2010 this period is set to four years following the 5th of April in the year to which the claim relates.
Claim Type
General Donations
Available Items
6 April 2010 / 5 April 2011. 5 transactions, £35.13 of tax
Submission Method
NFP Portal Submission (unlimited)

Check the transactions and generate in the normal way, and when you are back at the browse grid, ensure the latest claim is highlighted. Click the 'GA Export' icon on the extreme right of the horizontal toolbar.

You will be prompted to enter submitter details and 'Export'.



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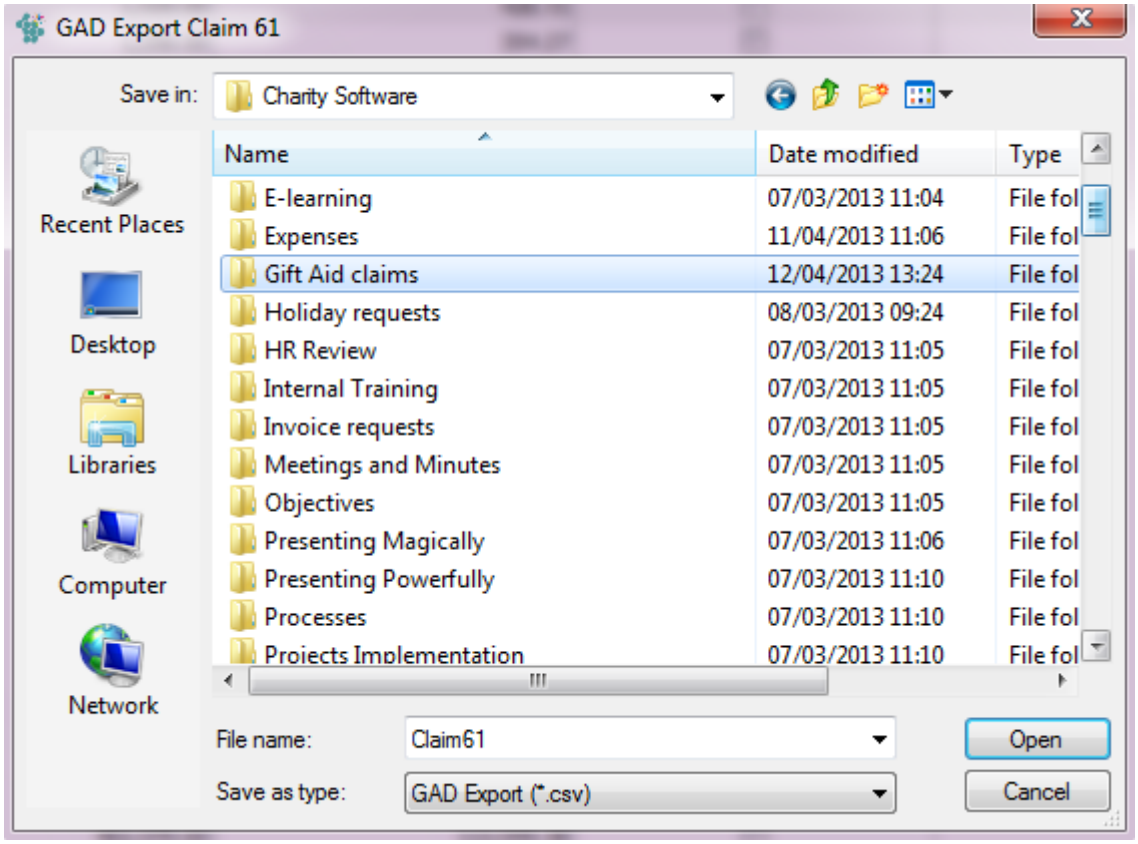
Save the file in your desired location.



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Paper-based Claims

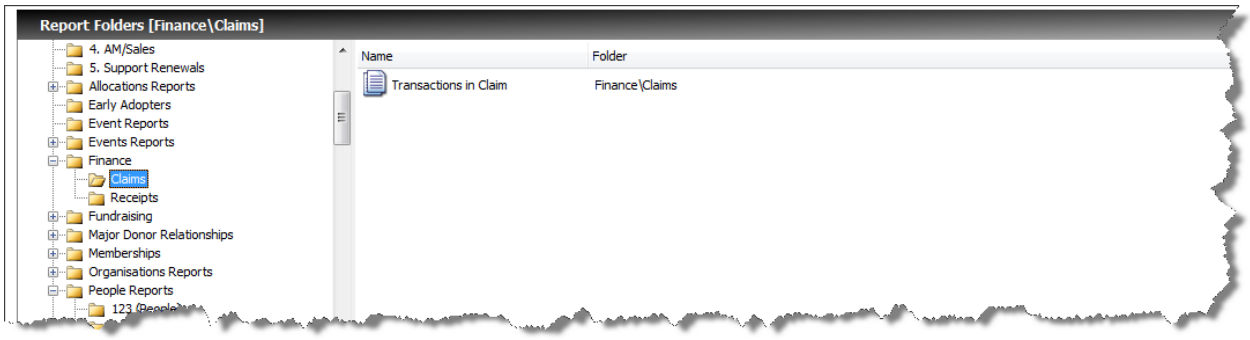
Hardcopy 'ChR1' forms are due to be available from the HMRC Charities Helpline as of the end of March 2013. These forms are designed to be scanned automatically by HMRC systems and will replace all paper-based R68 forms in due course. At the time of writing, there are no plans for Donor Strategy to support the production or completion of these forms.

Aggregated Donations

As we have seen, Donor Strategy 4.12 (and upwards) supports aggregation by donor, meaning that multiple donations from a single donor will appear as one aggregated line on claim forms. It does not support 'small donor aggregation', whereby donations of under £20 can be totalled and claimed without reference to the actual donor. Using Donor Strategy, eligible donations will be aggregated by donor regardless of size, and appear on claim forms as such.

Two New Reports

As we have seen, we have added a report to *Reports* > *Finance* in order to help clients identify records which do not have sufficient address details to support the certificate in place. We have also added a report to *Reports* > *Finance* > *Claims* (see below) which will enable you to print the contents on a claim should you ever need to. This exists as an alternative to simply accessing the claim directly and printing from there.



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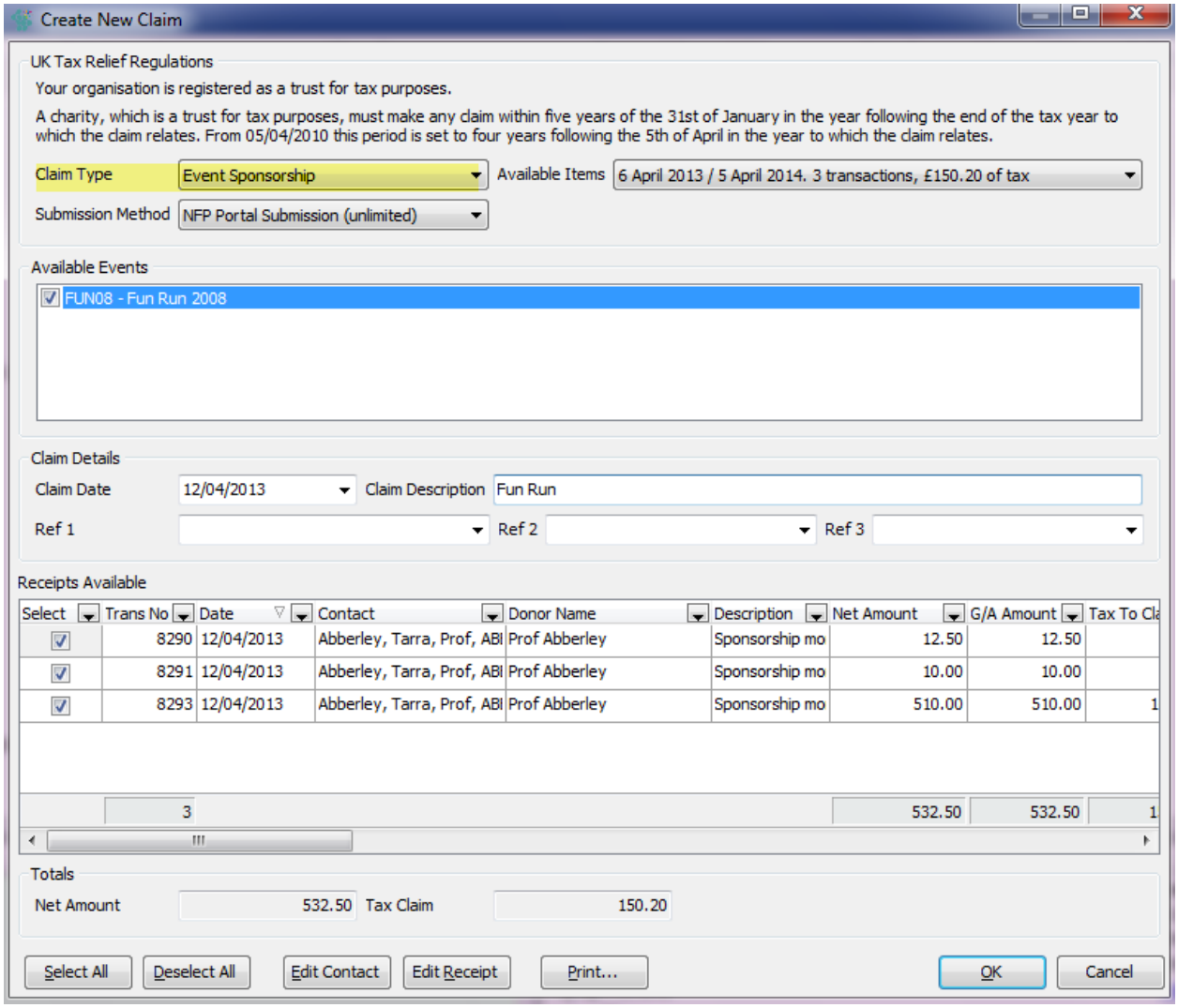
Events-based Claims

As with previous builds of Donor Strategy, 4.12 supports the generation of Event-based claims, and things have changed slightly here as well.

As with previous versions, be sure to select 'Event Sponsorship' as your claim type. You are now also required to select from available events before proceeding. In this example I will leave the submission method as it is, and produce a physical R68i thereafter.


Create New Claim
UK Tax Relief Regulations
Your organisation is registered as a trust for tax purposes.
A charity, which is a trust for tax purposes, must make any claim within five years of the 31st of January in the year following the end of the tax year to which the claim relates. From 05/04/2010 this period is set to four years following the 5th of April in the year to which the claim relates.
Claim Type
Event Sponsorship
Available Items
6 April 2013 / 5 April 2014. 3 transactions, £150.20 of tax
Submission Method
NFP Portal Submission (unlimited)
Available Events
FUN08 - Fun Run 2008
Claim Details
Claim Date
12/04/2013
Claim Description
Fun Run
Ref 1
Ref 2
Ref 3
Receipts Available
Select
Trans No
Date
Contact
Donor Name
Description
Net Amount
G/A Amount
Tax To Cl
8290 12/04/2013 Abberley, Tarra, Prof, ABI Prof Abberley Sponsorship mo 12.50 12.50
8291 12/04/2013 Abberley, Tarra, Prof, ABI Prof Abberley Sponsorship mo 10.00 10.00
8293 12/04/2013 Abberley, Tarra, Prof, ABI Prof Abberley Sponsorship mo 510.00 510.00 1
3 532.50 532.50 1
Totals
Net Amount
532.50
Tax Claim
150.20
Select All
Deselect All
Edit Contact
Edit Receipt
Print...
OK
Cancel

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With regards to the resultant claim, in most instances sponsors are aggregated by participant, meaning it is the participant whose name will appear on the claim, rather than the donor. The exception to this is where the amount of the sponsorship exceeds £500, in which case the name of the sponsor will appear as a standalone item (and without reference to the actual event).

For official use only

APE	Start date	End date	Amount
05 April 2014			£150.20

Gift Aid schedules

You can use the 'Update schedules' button to add further schedules as you need them,
You will not be able to add a schedule for a period until that period has started.

Donations made from 06 April 2013 to 05 April 2014

+	–	Name of donor	Date of payment (or latest in series)	Total donation(s)
1	X	Sponsored Event - Fun Run 2008 - Abberley - 63 Julia Drive FY8 3QN	12/04/2013	£22.50
2	X	Mr Jonathan Air - 51 Bridle Court GL5 6PB	12/04/2013	£510.00
+	–	Total Gift Aid donations in this period		£532.50

Finally, referring to the Events section itself, you can see that the fields pertaining to the sponsorship have also been amended to take account of the new business rules. It is also worth noting at this stage that the certificate used to mark a transaction as eligible for Gift Aid is that of the sponsor rather than the event participant, and is created simply by ticking the relevant checkbox in that row.

Participants

Abberley, Tarra, Prof, ABB00004

Prof Abberley from The Arts Council of England
63 Julia Drive, Lanley, Lancashire, FY8 3QN
Phone: 8362 832572
Email: Ta.Abbott@anymail.com
Valid Gift Aid declaration(s): 7 (7-4-2002) ; Region: North West
1 pledges on file, gross value £6410.26
Armed Services: Air Force, Bingo, Interests: Cats, Games and Puzzles, Genealogy and Heraldry, Golf, Volunteer

Prof Tarra Abberley (Member Renewer), Prof Tarra Abberley (Membership Recipient), CharitySoftware Limited (Trustee), The Arts Council of England (Employer), Bobby Smith (Husband)

Sponsors

Title	Forename	Surname	Address Line 1	Post Code	Date	£ Pledged	£ Received	Receive	Date Rece
	Stuart	Chivers	The Old Brewery	BS20 6EF	11/01/2012	5.00	5.00	☑	
Mr	Lesley	Brooks	41 Acacia Avenue	BS7 8AE	12/04/2013	12.50	12.50	☑	
Ms	Kirsty	Atkins	18 Redland Road	B6 5TS	12/04/2013	10.00	10.00	☑	
Mr	Jonathan	Air	51 Bridle Court	GL5 6PB	12/04/2013	510.00	510.00	☑	

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Gift Aid Small Donations Scheme (GASDS)

As this guide shows, significant changes have been made to the Gift Aid functionality to support the launch of the HMRC's new on-line claim services. However, at this time, there are no current plans to incorporate functionality to support the Gift Aid Small Donations Scheme (GASDS).

The main reason for this decision is because the GASDS caters for donations which are anonymous (as under the GASDS, no Gift Aid Declaration is required). As such, to tailor the existing Gift Aid functionality, which is specifically designed to work with donations recorded against known donors who have completed a Gift Aid Declaration, would require extensive re-design of the product.

Another reason for the decision not to support the GASDS is that the scheme imposes a limit on the maximum amount that can be claimed in any one year (£5,000 net, equating to £1,250 in reclaimed tax). Therefore, we felt this small level of claim could be handled manually outside of the Donor Strategy product, leaving organisations to choose if, how and when they record this income in their databases.

Of course, we are continually reviewing the functionality that Donor Strategy offers and should we have enough customers who would benefit from additional functionality to support the GASDS, we will review the situation again. In the meantime, if you have any further questions, please let us know.

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Gift Aid rules implemented in IDS 4.12

There are two claim types, standard claims and sponsorship claims, each with their own rules. In addition to this, there are two output formats, the R68i and the HMRC Excel export – both of these have subtly different business rules.

On top of the business rules, the system also follows additional rules with regard to the first time running of the upgrade scripts. Most of the upgrade script functionality is directly tied to UI changes, so for the purposes of this document, those changes will be described in that section.

Upgrade Script Data Manipulation and UI functionality changes

1. To support HMRC's new input methods a number of changes were made to the Gift Aid system both in terms of data structures and business rules. The rules are described in the following two sections.
2. The upgrade mechanism is designed such that it will never change or remove existing data. It will only populate the new fields based on that existing data.
3. The biggest change is with the Gift Aid Certificates themselves. These are as follows:
    a. CertificateName is now a read only field. This field is retained purely for historical purposes only. The upgrade scripts will never alter existing data in this field. However, they will take what is there and use it to automatically populate the following Gift Aid Certificate fields:
        i. Fields:
            1. Title
            2. Forename
            3. Surname
        ii. The population of the above fields uses a complex algorithm that compares the data in the CertificateName with data already held in the Contacts table and in the Db list of titles. This ensures a very accurate auto population of these new fields.
        iii. Under the new system, the read-only CertificateName field is populated by the user's manual input into the Title, Forename and Surname fields. The output to the CertificateName field is achieved by the system concatenating all of these fields together. So in effect the CertificateName field will always have the format of <Title><Forename><Surname>.
    b. The certificate address fields are a completely new addition and a new legal requirement from HMRC. When the upgrade scripts are run for the first time, the system will attempt to auto-populate these fields. They are auto-populated from the contact's existing address information using the following rules in the order presented below. The system will execute each rule until it finds an appropriate address:
        i. The system will attempt to locate a 'Home' address from the contact. Starting with the main address then moving on to alternate addresses.
        ii. If the system does not find a 'Home' type address it will then use the Contact's Main Address by default.
        iii. If the contact does not have a main address, the system will choose the first alternate address that it finds for the user.
        iv. If no address information is found at all, the Gift Aid Certificate will have blank

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Address1 and Postcode fields. This is the only time that the system will allow these fields to be blank. When creating a new certificate the system will not allow a user to save the certificate until these fields have been filled out.

v. Certificates with blank Address1 and Postcode fields are classed as not valid for claiming purposes. So it is important that the users review their system post upgrade to check which certificates have blank address information. A report is provided to aid with this task. The report is called 'People with GA Certs without Addr or Post Code' and is found under Reports->Finance.

vi. When the user creates a new certificate, the Title, Forename, Surname, Address1 and Post Code fields will automatically be filled in based on the associated contact data. However, all of these fields can be manually altered by the user if desired.

vii. Each certificate has an 'Address Picker' button. When clicked this button will present the user with a list of all addresses associated with the contact. The user can then pick the address they want to use for their Gift Aid Certificate from this list. Note this button is disabled where there are no certificates.

viii. Changing a contact's address information (Address Line 1 or post code) on either the main or alternate addresses will now result in the system warning the user to review that contact's Gift Aid Certificates when that contact is saved. Note these warnings will only appear if the contact in question has one or more Gift Aid Certificates, otherwise no warning dialog is produced.

4. Existing claims in the system will remain as they are. However, claims now have one additional new field called 'Submission Method'. This field will always be set to 'NFP Portal Submission (Unlimited)' for existing claims. The system picks this submission method over 'Online Form (1000 or less per claim)' as there are no limitations on this type of submission with regard to claim line size. The upshot of this is that existing claims cannot be exported to the HMRC Spread-sheet format, though they can still be exported to the R68i and the NFP Claims portal.
5. Events based sponsorships have had their fields modified too. The Name field is now split into Title, Forename and Surname fields. Also, the original Address field is now split into Address Line 1 and Post Code fields. To facilitate these field changes the upgrade script performs the following changes:
    a. The existing Name and Address fields are retained on the database, but are not used by the system. These fields are retained on the database to protect the user's existing data. Data in these existing fields is not altered by the system in any way.
    b. The new Address1 and PostCode fields are auto-populated directly from the existing address based fields.
    c. The new Title, Forename and Surname fields are auto populated from the existing sponsor name field.

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Standard Claims Rules

1. For a transaction to be included in a claim it must have one or more associated valid Gift Aid Certificates. At least one certificate must be present on the contact associated with the transaction. Note this contact is never the 'Attributed To' contact – it is always the actual contact that made the payment.
2. For a Gift Aid Certificate to be deemed valid it must have the following characteristics:
    a. It must have the 'House No or Name' and 'Post Code' fields filled in. Note IDS performs no validation on Post Code formatting for this field other than ensuring that it doesn't exceed the maximum field length defined by HMRC.
    b. The' Effective Date' must be on or before the transaction date of the transaction.
    c. The 'Effective Until' date must either be blank or where present, be larger or equal to the transaction date.
    d. The certificate must have its 'Signed' field ticked.
3. Where there are many valid Gift Aid Certificates covering the period of the transaction, the system will pick the latest one. 'Latest' is defined as the last Gift Aid Certificate of the valid group that was entered into the system by the user.
4. Transactions must also have the following additional characteristics before they can be included in a claim:
    a. They must fall within the claim period of the claim they are being added to.
    b. They must be batched where this option is set under 'System Settings'.
    c. They cannot have a zero value in their Gift Aid Amount field (GAAmount). Note negative numbers are fine.
    d. The payment type and giving types must be claimable types as defined in the 'Config Data' section of the control panel.
5. Standard Claims currently support two types of submission methods. These are:
    a. NFP Portal Submission (Unlimited) – Allows the user to add unlimited transactions to the claim, but it cannot be used for export to a HMRC Spread-sheet due to its 1000 claim line limitation.
    b. Online Form (1000 or less per claim) – Restricts the user to 1000 claim lines per claim. These claims can be exported to the HMRC Spread-sheet.
6. Both Submission methods can be exported to the R68i and the NFP Portal (via a CSV export). But only the 'Online Form (1000 or less per claim)' can be exported to HMRC's Excel spread-sheet format for upload to their website.
7. The term claim lines is used to refer to the number of lines in a claim that the claim's associated transactions take up. The term is used because there are circumstances where transactions are combined onto one claim line. So there will be instances where the claim line count is smaller than the total transaction count – however it will never be the other way around.
8. For standard claims, transactions are combined where the Donor is the same. By Donor we mean the ContactId of the Transaction – not the attributed to. There is no limit to the total aggregation count.

9. Attaching an EventId to a transaction does not make it a sponsorship payment. Sponsorship payments can only ever be created from within the Events module. Transactions that have EventId's attached to them are effectively donations made directly to an event that were not the result of a

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sponsorship donation. Other than the EventId, these donations are treated exactly the same as all other standard donations.

Note: HMRC has a different definition for aggregated claims as part of their small claims rules, which we do not support. We simply use the term to refer to the merging of transactions that are submitted by the same Donor.

R68i Generation from a standard claim

1. R68i's can be generated from any claim type or submission method. There are no restrictions.
2. The R68i displays claim lines and not transactions – as a result, it will not look identical to the claims window in IDS.
3. All donations from the same Donor –not the attributed to – are combined into one Claim Line.
4. The 'Name of the Donor Field' has the following format:
    a. <Full Name>' –'< Address Line 1><Post Code>

    b. All of the above data is obtained directly from the associated Gift Aid Certificate. As such, it is possible to see names that don't match the contact name where the user has put a different name on the certificate – this is by design.

5. The Date of the payment will be the Trans date of the donation. Where a number of donations have been aggregated together, this date will be the date of the latest transaction in the aggregation.
6. Negative donations can be included in the claim lines and will affect the overall total. Negative donations are also included in the donor aggregations, so will affect an aggregated total for a particular donor.

HMRC Excel Spread-Sheet Generation from a standard claim

1. HMRC Excel Exports can only be created on claims that have their submission methods set to 'Online Form (1000 or less per claim)'.
2. Claim Line Title, First Name, Last Name, House name or number, and Post Code are taken directly from the Gift Aid Certificate associated with the Donor.
3. IDS will use all negative donations in a claim to generate the claim adjustment figure. On the spread-sheet this field is called the 'Previously Over-Claimed Amount' field.
4. The way the system obtains the adjustment figure is by taking out all of the negative donations from the claim - they are not required at claim line level. It will then total these negative donations up and calculate the Claim Tax Due on them – it is this figure that is displayed in the 'Previously Over-Claimed Amount' field.

Note 1: In IDS the 'Aggregated Donations' column will always be blank as we do not support the small claims system.

Note 2: It should be noted that as the negative claims are removed from the claim lines section, the claim lines and totals will be different between an R68i and the HMRC Excel Spread-sheet (The R68i does not remove negative transactions – but then again it has no adjustment field).

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Note 3: One cannot simply add the adjustment figure to the total to arrive at the R68i total because this figure is 'Tax Claimed' not the total negative donations. As a result, it can be difficult to instantly correlate the Excel output with the R68i or the Claims screen in IDS.

Sponsorship Claims Rules

1. Sponsorship based transactions can only be created from the Events module.
2. Sponsors do not exist as contacts on the system. As a result their details are entered directly into the Events Sponsorship page.
3. Sponsors must be sponsoring a participant. The participant MUST be a contact on the contacts table.
4. With regard to Gift Aid Certificates, the Participant does not need to have a Gift Aid Certificate to allow a Sponsor to claim Gift Aid. Instead there is a check-box in the sponsors tab section per donation that indicates that the sponsor in question has a valid Gift Aid Certificate.
5. However, although the participant does not require a Gift Aid Certificate, all sponsorship claims are made against the participant. It is the participant's name and address details that are used to generate the claim lines used by the claim. It is a HMRC requirement that the participant have valid address details. By 'valid' we mean an Address line 1 and a post code field filled in. If the participant has no address information, that participant cannot claim, even if all their sponsors have Gift Aid Certificates. The system obtains the participants address information using the same algorithm described in Upgrade Scripts section – item 3b.
6. In addition to the address rules for the participant, each and every sponsor must also provide address details to be valid for a claim. The system will not allow, and has never allowed sponsorships to be entered without providing address details.
7. Aggregation rules for sponsorships are a little different from standard claims. They are as follows:
    a. Sponsorship donations are aggregated by participant and not by sponsor, subject to the rules below.
    b. If the donation amount is less than or equal to £500, then that payment will be aggregated with other sponsorship donations for that participant.
    c. If the sponsorship donation is larger than £500, the sponsorship donation is never aggregated with anything. It will always have its own claim line – even if the same sponsor was to pay two donations for the same participant.
    d. In addition to the above, donations of over £500 are treated as standard donations with regard to claim line output. See the sections below for R68i and HMRC Excel Spread-sheet output.

R68i Generation from a Sponsorship

1. The R68i output for a sponsorship claim follows the same rules as that for a standard claim, but with the exceptions as noted below.
2. For sponsorship payments of £500 or less the 'Name of the Donor' field is filled out as follows: 'Sponsored Event – '<Event Name>' - '<Participant Name>' –' <Participant Address Line 1> <Participant Post Code>. Unlike a standard claim the participant's details are derived directly from the participant and not from a Gift Aid Certificate as these are not used for Sponsorships. It is the Sponsors that have the certificates and these are only modelled via a checkbox in the Sponsors tab of the Event Section.

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3. For sponsorship payments of over £500, the 'Name of the Donor' field is filled out as follows: <Sponsor's Name>' – ' <Sponsor's Address Line 1> <Sponsor's Post Code>. This is an important distinction. For donations of over £500 it is the Sponsor's details that are used and not that of the participant. In addition to this no event information is included.

HMRC Excel Spread-Sheet Generation from a Sponsorship

1. HMRC Excel Spread-Sheet exports follow the same rules as for standard claims, but with the following exceptions as noted below.
2. The 'Sponsored Event' field is filled in as 'YES' for all sponsorship claims, except where it represents a singular sponsorship donation of over £500. In this case the field is left blank.
3. For claim lines representing individual donations of £500 or less, the Title, First Name, Last Name, House name or number and Post Code fields are derived directly from the participant on the Contact's table. Note these details do not come from the participant's Gift Aid Certificate – assuming they hold any – as the participant's Gift Aid Certificates are not used for sponsorship payments.
4. Note: Claim lines representing individual donations of £500 or less can aggregate to totals that are larger than £500. The important thing is that no individual donation within the aggregation will be over £500.
5. For claim lines representing an individual sponsorship donation of over £500, the Title, First name, Last name, House name or number and Post Code fields are derived from the Sponsor's data as stored in the events section's EvSponsr table. This is in direct contrast with rule 3 above.

Note: Regardless of totals, the HMRC Spread-sheet will never display event details.

Other Notes

1. Although the R68i and HMRC Excel spread-sheets are coded to allow for mixed claims, the reality is that IDS itself only allows claims to be composed of either all sponsorship payments or all standard payments. The upshot of this is that in 4.12, at least, one will never see mixed claim outputs.
2. The GAD Portal CSV export currently follows the R68i Business rules and not the HMRC Excel Spread-sheet business rules.
3. These notes are correct as of IDS 4.12 RC3 Build 3977.

Questions regarding this guide

Throughout this guide, we have indicated when questions regarding specific areas of the claim process should be referred to the HMRC direct. This is to save you time and ensure you receive answers to your queries from the appropriate organisation.

However, if you have any questions regarding the Donor Strategy aspects of the claim process, please log a support case with the NFP Helpdesk in one of the following ways: -

Telephone: 0845 226 2544 (Option 2, then Option 1)
Email: donorstrategy.support@advancedcomputersoftware.com
eService: http://www.advancednfp.com/eservice

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